

## MiScorecard Performance Summary

**Department Name:** MDARD  
**Executive/Director:** Keith Creagh  
**Period:** January 2012

↑ Performance  
 ➡ Performance  
 ↓ Performance

90% or greater of target  
 >=75% to <90% of target  
 less than 75% of target

| Metric    |  |           |  |   |      |     |      |           |   | Goal | Status | Trend | Target | Current | Previous | Frequency | Metric Definition |  |  |
|-----------|--|-----------|--|---|------|-----|------|-----------|---|------|--------|-------|--------|---------|----------|-----------|-------------------|--|--|
| Measure # | Safe and Healthy Food  |           |  |   |      |     |      |           |   |      |        |       |        |         |          |           |                   |  |  |
| FS-01     | Routine Food Establishment Inspections   | 1,2,3,4   |  | ↓ | 75%  | 44% | 73%  | Quarterly | Measures the percent of scheduled routine food inspections completed during the period. MDARD's goal is to complete at least 75% of routine inspections due for MDARD inspected food establishments which includes processing plants, warehouses, and retail food stores. |      |        |       |        |         |          |           |                   |  |  |
| FS-02     | Milk Safety Inspection Standards   | 1,2,3,4   |  | ↓ | 100% | 87% | 100% | Quarterly | Measures the percent of audited milk safety inspections meeting the national enforcement standards. MDARD's goal is to maintain 100% compliance with national milk safety standards.  |      |        |       |        |         |          |           |                   |  |  |
| FS-03     | Manufactured Food Regulatory Program Standards                                     | 1,2,3,4   |  | ↑ | 100% | 10% | 0%   | Quarterly | Measures the percent of national Manufactured Food Regulatory Program Standard (MFRPS) elements where self-assessment and corrective action plans are complete. The percentage is a cumulative measure with a goal of 100% annually.                                      |      |        |       |        |         |          |           |                   |  |  |
| FS-04     | Migrant Labor Housing Seasonal Inspections   | 1,2,3,4,5 |  | ↑ | 100% | New | New  | Annually  | Measures the outcome of Migrant Labor Housing inspection and enforcement activity. The measure is an indicator of MDARD's ability to ensure a safe and healthy migrant labor workforce.   |      |        |       |        |         |          |           |                   |  |  |
| FS-05     | Migrant Labor Housing Access/Use   | 1,2,3,4,5 |  | ➡ | 100% | 24% | 24%  | Annually  | Measures percent of migrant labor living in licensed housing.   |      |        |       |        |         |          |           |                   |  |  |
| Measure # | Animal and Plant Health  |           |  |   |      |     |      |           |   |      |        |       |        |         |          |           |                   |  |  |
| AP-01     | Bovine TB Status   | 1,3,4,5   |  | ↑ | 86%  | 86% | 18%  | Annually  | Measures the percent of Michigan counties designated as Bovine TB free by the USDA. MDARD's goal is to maintain and enhance market access for animal agriculture through surveillance, control, and eradication programs.   |      |        |       |        |         |          |           |                   |  |  |
| AP-02     | Wildlife Risk Assessment Program   | 1,3,5     |  | ↑ | 95%  | 93% | 85%  | Quarterly | Measures the percent of producers in 11 northern lower peninsula counties with completed wildlife risk assessment plans.  |      |        |       |        |         |          |           |                   |  |  |
| AP-03     | Medicated Feed Manufacturing Facility Inspections                                  | 1,4       |  | ↑ | 100% | New | New  | Quarterly | This measures the percentage of medicated feed manufacturing facilities inspected for the purpose of ensuring that medicated feeds are properly formulated and produced in accordance with feed law and regulations.  |      |        |       |        |         |          |           |                   |  |  |
| AP-04     | Exotic Forest Pests Partnership  | 1,3       |  | ↑ | 12   | New | New  | Quarterly | This measures the number of education workshops and webinars offered to the arboriculture industry and communities as train the trainer opportunities with a target of 12 over a two year period.   |      |        |       |        |         |          |           |                   |  |  |
| AP-05     | Nursery Stock Inspections  | 1,3       |  | ↑ | 700  | New | New  | Quarterly | This measures the number of inspections of nursery stock growers and dealers who import nursery stock from, or export nursery stock to other countries and states.  |      |        |       |        |         |          |           |                   |  |  |
| AP-06     | Livestock Market Inspections   | 1,2,3     |  | ↑ | 50%  | New | New  | Quarterly | This measures the percentage of livestock markets in Michigan inspected to assure a healthy and disease free food supply in Michigan and the nation.  |      |        |       |        |         |          |           |                   |  |  |
| Measure # | Environmental Stewardship  |           |  |   |      |     |      |           |   |      |        |       |        |         |          |           |                   |  |  |
| ES-01     | Michigan Agriculture Environmental Assurance Program (MAEAP) verified farm systems | 1,2,3,4,5 |  | ➡ | 100% | 20% | 20%  | Annually  | Measures the percent of verifications completed toward achieving the goal of completing 5,000 verifications by the end of 2015.   |      |        |       |        |         |          |           |                   |  |  |

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| ES-02                                | Farmland Development Rights processing time | 1,5     |        | ↑     | 90%    | New     | New      | Annually  | Measures the percent of Farmland Development Rights applications processed within 60 days of receipt.   |
| ES-03                                | Intercounty Drain Maintenance               | 1,5     |        | ↑     | 25%    | New     | New      | Annually  | Measures percent of intercounty drains receiving an annual review. Intercounty drain review should occur on a 4 year cycle.   |
| ES-04                                | Pesticide Collection and Disposal           | 5       |        | ↑     | 100%   | 100%    | 93%      | Annually  | Measures the percent of achievement toward MDARD's goal of collecting and properly disposing 107,000 lbs. of pesticides annually.   |
| ES-05                                | Bulk Agrichemical Facility Inspections      | 1,2,3   |        | ↑     | 12     | New     | New      | Quarterly | This measures the number of education workshops and webinars offered to the arboriculture industry and communities as train the trainer opportunities with a target of 12 over a two year period.   |
| ES-06                                | Repeat offenders of pesticide violations    | 5       |        | ↓     | 5%     | 6%      | 9%       | Annually  | Measures the percent of entities receiving subsequent enforcement actions as a result of repeated pesticide violations.   |
| ES-07                                | Pesticide Use Investigation Closure         | 1,3     |        | ↑     | 10%    | 2%      | 0%       | Annually  | This measure the percent increase in pesticide use investigations closed within 90 days of initiation as compared to FY2011.  |
| <b>Measure # Consumer Protection</b> |   |         |        |       |        |         |          |           |   |
| CP-01                                | Weighing and Measuring Device Compliance    | 1       |        | ↑     | 97%    | 95%     | 94%      | Annually  | Measures the percent of all wholesale and retail weighing and measuring devices in compliance with the National Institute of Standards and Technology during initial inspection.  |
| CP-02                                | Grain Dealer Audits                         | 1,2,5   |        | →     | 100%   | 100%    | 100%     | Annually  | Measures the percent of licensed grain dealers audited within 18 month period. This measure provides an indicator of producer security as the audits are risk based and includes verification of contractual obligations and inventory.             |
| CP-03                                | Consumer Packaged Goods                     | 1,2     |        | ↑     | 90%    | New     | New      | Annually  | Measures the percent of tested packages meeting appropriate weight and measure standards.   |
| <b>Measure # Rural Development</b>   |   |         |        |       |        |         |          |           |   |
| RD-01                                | Export Assistance                           | 1,2,3   |        | ↓     | 90%    | 18%     | 18%      | Annually  | Measures the percent of Michigan food and agriculture companies exporting or showing interest in exporting products that receive assistance from MDARD. This measure is an indicator of MDARD's capacity to help grow food and agriculture exports. |
| RD-02                                | Food and Agriculture Business Development   | 1,2,3   |        | ↑     | 90%    | New     | New      | Quarterly | This measure indicates the effectiveness of MDARD activity in assisting clients with the resolution of problems that impede their ability to open or expand agribusinesses.   |
| RD-03                                | Regional Food Hub Establishment             | 1,2,3,4 |        | ↑     | 100%   | New     | New      | Quarterly | The % of funded food hubs with complete business plans by September 30, 2013.   |
| RD-04                                | Non-Industrial Private Forest Plans         | 1,2,3   |        | ↑     | 100%   | New     | New      | Quarterly | Measures the percent of achievement toward completing 120 plans written to encourage active, sustainable management of non-industrial private forestland.   |

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| RD-05  | Non-industrial Private Forest Harvest                                 | 1,2,3     |        | ↑     | 100%   | New     | New      | Quarterly | Measures the percent of achievement toward referring \$4,000,000 of non-industrial forest timber for harvest to the private sector.   |
| <b>Measure # Efficient Agency Operations</b> |   |           |        |       |        |         |          |           |   |
| AO-1   | Timely Issuance of Licenses   | 1,3,4     |        | ➡     | 100%   | 100%    | 100%     | Quarterly | Measures the percent of licenses issued within established administrative or statutory limits.  |
| AO-2   | Leadership Development  | 1,2,3,4,5 |        | ↑     | 70%    | 60%     | 50%      | Annually  | Measures the percent of MDARD employee's participating in leadership development activities.  |
| AO-3   | Emergency Management Capacity Building                                | 1,3,4     |        | ↑     | 50%    | 56%     | 40%      | Quarterly | Measures the percent of MDARD employees participating in emergency management training courses, programs, and exercises. The measure is an indicator of MDARD's readiness to respond to emergency situations. MDARD expects to maintain a high level of readiness for response to food/animal health and environmental emergencies. |
| AO-4   | Professional Development and Growth                                   | 1,2,3,4,5 |        | ↑     | 95%    | 90%     | 89%      | Quarterly | Measures the percent of performance management plans completed on time. Performance management plans set clear targets for professional development and growth. Completing plans on schedule improves performance and employee satisfaction.  |
| AO-5   | Percent of customers using electronic means of contact / registration | 1,3       |        | ↑     | 75.0%  | 74.0%   | 70.0%    | Monthly   | Using the Online Pesticide Exam Scheduling application as an indicator, measures the percent of customer contacting or registering via electronic means. Automating functions allows customers to receive 24/7 self-service support and allows MDARD to reallocate administrative support time to other functions                   |